



## My Library

"has a lot of interesting books to help me learn. I love the Library."

—Alicia, Library customer



## STATISTICS FY 2016 – 2017



**597,545**

Registered Cardholders in our Patron Database



**27,610**

New Cards were Issued



**3,137,909**

Visitors



**1,919,511**

Materials total in our Collection



**701,747**

Virtual Items



**991,794**

Physical Books



**5,762,874**

Total Items Circulated



**1,129,096**

Digital Materials Circulated



**4,633,778**

Physical Materials Circulated



**2,093,896**

Customers used our Express Check-out Kiosks



**635,984**

Holds were Filled



**173,943**

Customers Connected to our Free WiFi



**535,093**

Customers logged on our Public Computers



**20,225,161**

Hits to our Website



**64,145**

Reference Questions of which **10,515** were Online Live Chat



**2,951**

Volunteers Gave a Total of **19,032** Hours of Service



**7,878**

Programs, including Outreach



**194,818**

Program Attendees

Collection

Circulation

Programs

# END OF YEAR STATS

## Circulation



	2015	2016	2017
Physical	4,864,744	4,854,384	4,633,778
Digital	707,524	1,066,809	1,129,096
<b>Total Circulation</b>	<b>5,572,268</b>	<b>5,921,193</b>	<b>5,762,874</b>

## EXPRESS Check Out

<b>Total Express Circulation</b>	1,650,580	1,877,936	2,093,896
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## Visitors

<b>Total Visitors</b>	3,143,375	3,203,534	3,137,909
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## New Cards Issued



New Adult Resident	27,356	22,581	22,031
New Adult Non Resident	---	86	110
New Youth Resident	6,829	5,339	4,798
New Adult Non Resident	434	635	671
<b>Total New Cards</b>	<b>34,619</b>	<b>28,641</b>	<b>27,610</b>

## Computer Use

Pharos User Log In	689,760	635,280	535,091
WiFi Connections	158,260	392,939	173,943

## Reference Questions



Ask a Librarian (online, live chat)	10,095	10,699	10,515
RefQ Total in person + Ask a Librarian	328,788	25,148	64,145

## Active within Last 3 YRs (2014-2017)



Total Registered Cardholders in Patron Database	542,358	570,446	597,545
<b>Total Active Cardholders</b>	<b>---</b>	<b>---</b>	<b>302,991</b>

## Programs



Austin History Center Outreach	---	---	67
Branch Adult Outreach	---	---	16
Branch Youth Outreach	---	---	329
Citywide Branch Svc Outreach	---	---	10
Citywide Youth Outreach	---	---	20
Children Programs	3,414	4,137	4,119
Teen Programs	1,113	1,740	1,650
Adult Programs	1,891	2,985	2,109
<b>Total Programs</b>	<b>6,418</b>	<b>8,862</b>	<b>7,878</b>

## Program Attendance



Austin History Center Outreach	---	---	11,063
Branch Adult Outreach	---	---	13,893
Branch Youth Outreach	---	---	17,307
Citywide Branch Svc Outreach	---	---	182 cards issued
Citywide Youth Outreach	---	---	1,819
Children Attendance	129,375	151,301	132,335
Teen Attendance	22,122	30,871	20,552
Adult Attendance	26,967	55,603	41,931
<b>Total Attendance</b>	<b>178,464</b>	<b>237,775</b>	<b>194,818</b>

## Collection Size to-date



Physical	1,725,535	1,259,735	1,217,764
Virtual	---	609,650	701,747
<b>Total Collection</b>	<b>1,725,535</b>	<b>1,869,385</b>	<b>1,919,511</b>

## Customer Satisfaction



(10 is highest)			
Source: Counting Opinions Online Survey			
<b>Overall Quality of Services Rating</b>	<b>8.6</b>	<b>7.9</b>	<b>7.5</b>



**3,137,909** people visited the Library and **194,818** attended programs in the fiscal year 2016-2017

